

# St Peter's Hospice

## Strategic Plan 2016-2021

### Mission

To provide care and support for adult patients, families and carers in our community living with life-limiting illnesses in order to improve the quality of their living and dying. We do this working closely with other health and social care providers, including the voluntary and Third Sector.

### Vision

St Peter's Hospice will play a leading role in the development and delivery of the best possible care and support services for adult patients, families, and carers living with life-limiting illness in our community.

### Goals

- To be recognised as a centre of excellence for the delivery of compassionate palliative care.
- Continually improve access and equity of access to our services and be recognised as a valued community-based service.
- Effectively communicate the role of St Peter's Hospice to all, including health professionals and the wider public.  
Seek out and actively manage partnerships which will enhance our core purpose.
- To be recognised as a leading provider of education and training in palliative and End of Life Care.
- Be recognised as an employer of choice. Attract and retain high quality staff and volunteers, continue to grow our support base.
- Sustain statutory and charitable income streams to match demand for our services, which are to be free at the point of delivery.
- Preserve a clear charitable identity and be recognised as one of Bristol's leading charities.
- Ensure value for money and optimal use of all resources.
- Promote continuous improvement, encourage an innovative and creative environment, including preparedness to support wider research.

### Service Development Headlines



#### EMIS

Create a new post.



#### Inpatient Unit

Refurbish the Inpatient Unit.



#### Day Hospice

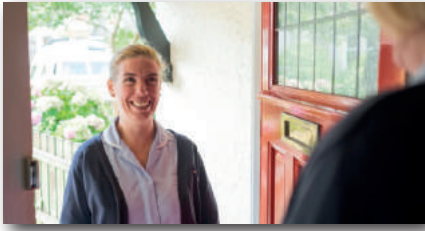
Develop a wider multidisciplinary model.



#### Community Nursing

Expand with seven day service and care home project.





### Hospice at Home

Expand service with respite care, support Healthcare Assistants with Registered Nurses.



### Patient and Family Support

Expand service with Band 7 social work and therapy leads, and level 4 psychological support.



### Access Team/Advice Line

Develop and enhance the operation in parallel with other services.

## Organisation Development Headlines



### People

- Proactive approach to recruiting and retaining high quality staff, including annual pay reviews, personal development plans and Individual Performance Reviews.
- Biennial staff survey to assess working conditions.
- Recruitment programme for volunteers.
- Community support groups to be aided in their development.



### Retail

- New shops in areas not currently covered and areas where we seek wider engagement (e.g. Stapleton Road).
- Continue the 'space release' programme, opening up more space in shops.
- Continue to expand eBay and house clearance operations.



### Fundraising

- Adapt to new fundraising regulations.
- Engage in a capital fundraising appeal for the Inpatient Unit refurbishment.
- Continue to develop fundraising events.
- Assess potential for future online fundraising.
- Continue to grow Lotto membership.
- Consider new approaches to legacy fundraising.



### Communications and Marketing

- Greater engagement with under-represented groups (e.g. BAME, homeless)
- Campaigning through various media including radio, poster sites, online, public transport and in print.



**St Peter's Hospice**  
For Patients, Families and Bristol



/stpetershospice

Registered Charity No. 269177